



Ongwanada

MEMO

To: All Ongwanada Staff

From: Dina Eleslambouly

Date: August 22, 2024.

Re: Best Practices – “Debriefing”

Why?: During our recent compliance review conducted by the Ministry of Children, Community and Social Services (MCCSS), Ongwanada was identified as non-compliant (a recurring issue) in the area of "**Debriefing**".

What?: Debriefing is a crucial process that focuses on checking the well-being of individuals and tailoring support to their specific needs – this can be as simple as asking someone if they are okay. According to MCCSS standards, debriefing is mandatory following the use of physical restraint, including crisis situations, mechanical restraints, or secure confinement/isolation time-outs.

How?:

- **At Ongwanada, we have chosen to implement best practices by conducting debriefing after any incident** that necessitates a staff member to complete an incident report. This includes instances where chemical restraints (psychotropic PRN) are administered, behavioral incidents occur, or injuries are sustained.
- **Debriefing should involve the supported individual directly affected, as well as any witnesses to the situation.** For example, if a physical restraint is utilized as a last resort for a supported individual in crisis at Crescent Community Participation Supports area, debriefing must involve the supported individual, other supported individuals, staff, and any community members who witnessed the crisis and restraint.
- **Recording details of the debriefing is essential and will be mandatory to capture in eCIMS in the future.** We will be providing additional education and tools to assist staff in implementing effective debriefing practices.
- **In the interim, effective today - Supervisors and Managers are requested to ensure that debriefing is conducted after every incident, and that the specifics of the debriefing are documented in your written summary.** *When summarizing a debriefing session, please include details such as "Debriefing completed with (insert supported individual's name), _____, _____ and _____ at ##:## hours" or a similar variation that specifies who was involved in the debriefing and when it took place.*

- **It is imperative that debriefing is conducted for every incident and documented on any incident reports that are completed or approved.**

If you have any questions or require clarification, please do not hesitate to contact Lori Johnson or Alex Glecoff/Amber Adams. Thank you for your attention to this important matter and your commitment to upholding best practices in debriefing.

Best regards,
Dina Eleslambouly
Senior Director, Operations